

REMARKS

Claims 1-26 are pending in the present application. Claims 1-26 have been rejected. Claims 1, 10, 18, 22, 25, and 26 have been amended. Claims 27-29 have been newly added. No new matter has been added.

Claims 1-26 have been rejected under 35 U.S.C. § 102(b) as being anticipated by Biebesheimer (U.S. Publication No. 2002/0152190). It is respectfully submitted that claims 1-26 are allowable over the art of record for the reasons set forth below.

Independent claims 1, 10, 18, 22, and 25 have been amended in accordance with the Examiner's suggestions made in the August 29 telephonic interview with Applicant's representative. In particular, the independent claims have been variously amended to more directly claim the predicted user satisfaction data and the predictive pattern.

Applicant acknowledges with appreciation the courtesy extended to the Applicant's representative by the Examiner in the August 29 interview. As discussed, a predictive pattern is used for predicting user satisfaction and generating predicted user satisfaction data. A predictive pattern takes as input a set of user behavior data and outputs explicit judgments of satisfaction for the results set as a whole, for individual results, or for the session as a whole.

The predictive pattern links user behaviors with predicted satisfaction scores. These predicted scores may be used for many different purposes, such as to identify particularly good or poorly performing queries or entire sessions, or to monitor changes of a system or a user base over time, for example.

Claims 1 and 18 have been amended to include generating predicted user satisfaction data based on the application of the predictive pattern to context-based user behavior data. The predicted user satisfaction data comprises an indication of user satisfaction. Claims 10, 22, and 25 have been amended to include that the predictive pattern is a model that predicts user satisfaction based on the context-based user behavior data. These features are neither disclosed nor suggested by Biebesheimer.

Biebesheimer is directed to improving the relevance of a response set that is retrieved pursuant to a user query. In Biebesheimer, a user query for requesting resources is received, and the user query, along with a user context vector, is mapped to a sub-set of resources in a

resource library. A response set is generated that includes the sub-set of resources that are deemed to be most relevant to the user's query. Biebesheimer does not have a predictive pattern, does not predict user satisfaction, and does not generate predicted user satisfaction data. Biebesheimer's mapping is basically a filtering operation and is also referred to as a narrower search. Biebesheimer does not provide a prediction of user satisfaction, as recited in the claims.

Biebesheimer describes an adaptive indexing function that is used to increase the value of search results. The adaptive indexing function learns the characteristics of a user and tries to output a set of results that are more relevant to the user, thereby accomplishing a more "successful" retrieval of results. Biebesheimer does not generate or output predicted user satisfaction data, as recited in the claims

The Office Action equates the user interaction of Biebesheimer with predictive patterns, and equates the response set of Biebesheimer with predicting user satisfaction. The user interaction of Biebesheimer is described as including traces of previous interactions with users, the system's responses, and user feedback (paragraph [0041]). This user interaction is used in adaptive indexing to create functions of increasing relevance and specificity for a user. The user interaction is different from the predictive patterns as claimed. These functions of Biebesheimer are used to process a user's query and generate a relevant response set (paragraphs [0041] – [0044]). There is no user satisfaction prediction at all, just a response set.

Biebesheimer does not disclose the generation of predicted user satisfaction data, as recited in the claims 1 and 18. Biebesheimer does not disclose a predictive pattern that is a model for predicting user satisfaction, as recited in claims 10, 22, and 25. Therefore, claims 1, 10, 18, 22, and 25, and all claims dependent therefrom, should not be rejected as being anticipated by Biebesheimer. Therefore, withdrawal of the rejections of claims 1-26 under 35 U.S.C. § 102(b) is respectfully requested.

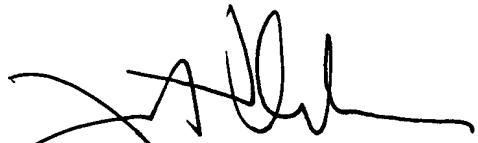
Claims 27-29 have been newly added and are directed to various features of predicted user satisfaction data. Claims 27-29 are dependent from claim 1, and are allowable for at least the reasons set forth above.

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PATENT

In view of the foregoing amendments and remarks, Applicant submits that the above-identified application is in condition for allowance. Early notification to this effect is respectfully requested.

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